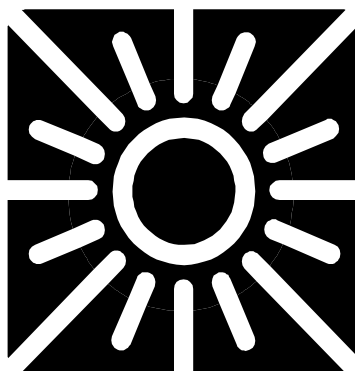




Vermont Consumer Satisfaction Survey Statewide Report 1999



**Division of Developmental Services
Department of Developmental and Mental Health Services
103 South Main Street
Waterbury, VT 05671-1601
802-241-2614**



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INTRODUCTION

In the spring of 1999, the Vermont Division of Developmental Services contracted with psychologists affiliated with the University of Vermont as an independent group to coordinate and implement the collection of consumer satisfaction interviews on a statewide basis. The interviews were conducted as part of the Division of Developmental Services' ongoing quality assurance process in an effort to improve services to people with developmental disabilities. In addition to measuring consumer satisfaction in Vermont, the data will be used with a national consumer satisfaction pilot project. The results will enable people to compare the level of consumer satisfaction in their state with results from other states.

This was the fourth year adults receiving developmental services were interviewed. Between 1995 and 1999, all adults receiving developmental services in Vermont who choose, and were able to be interviewed about consumer satisfaction, were surveyed. This resulted in a total of 877 people being interviewed, or 69% of all adults served. However, in order to get a complete picture of consumer satisfaction, a reliable method to determine the satisfaction of people with whom we do not yet have an effective way to communicate must be found. This is an area that continues to be explored.

The amount of data generated from this 1999 survey, as well as the earlier surveys, is enormous. This report offers just a snapshot of the information provided through individual interviews. The results section provides three different ways of looking at the data from the surveys: through individual questions, sub-scale comparisons and multi-year comparisons.

We have so much to learn from the people who receive services about how best to provide the supports they want and need. This report is a small step in our ongoing exploration of ways to listen and learn.

PROCESS

The project coordinators, Susan Culbert, Ph.D., and Sara Burchard, Ph.D., developed the interview and field-tested it extensively. The structured interview obtains consumer information on satisfaction with residential living, autonomy, work and day activities, community services, case management, social support, leisure activities, degree of independence, opportunities for growth and change, and other valued outcomes. An abridged survey tool using picture-only response questions was used to accommodate people who have limited verbal communication. This option greatly increased the number of people who could respond to the interviews.

The 14 developmental service agencies provided a list of names of all adults receiving developmental services in Vermont who were not presently in school. Those previously interviewed were taken off the list and the list returned to the agencies. Agencies arranged for interviews with the people remaining on the list who were willing to participate and who were able to reliably respond to yes/no questions or point to pictures.

The survey team included six psychology or social work graduate students from the University of Vermont and two people with developmental disabilities who receive services. The surveyors were trained and supervised to assure as much consistency as possible across interviews. Surveyors went to each agency to interview the participants. The interview questions were read to each person individually and the answers were recorded. The interviews took an average of a half-hour to complete. Not all people interviewed answered all the questions in their interviews.

Summary of Participation¹:

Adults interviewed: 200

Full interview – 183

Picture-only interview – 17

Interview attempted – unable to complete: 12

Did not show for scheduled interview or interview not scheduled: 44

Refused to participate (prior to meeting interviewer): 24

Refused to participate (after meeting interviewer): 1

¹ See Attachment A for a complete listing of the number of people in each agency who were to be interviewed by level of participation.

PARTICIPANTS

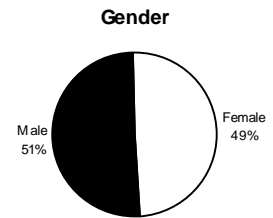
Number of Adults Interviewed: 200

Age Range: 18 – 82 years old

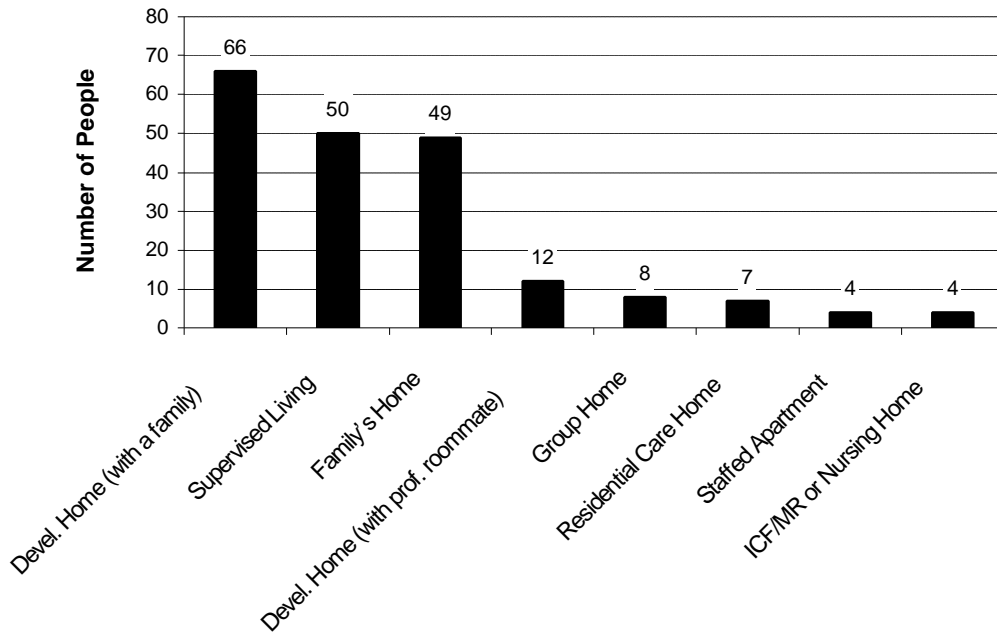
Median Age: 38 years old

Gender: Female – 97

Male – 103



Type of Living Arrangement²:

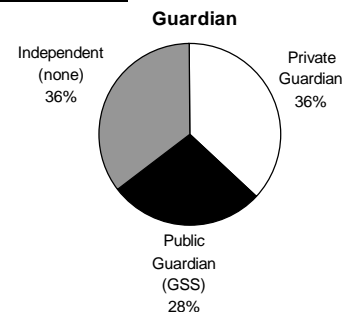


Residential Type	Guardian Type			TOTAL
	Public (GSS)	Private	Independent	
DH – Family	33	25	8	66
Family's Home	0	29	21	50
Supervised Living ³	9	6	34	49
DH – Roommate	4	4	4	12
Group Home	4	3	1	8
Resid. Care Home	3	1	3	7
Staffed Apartment	1	3	0	4
ICF/Nursing Home	1	3	0	4
TOTAL	55	74	71	200

Guardian Status: Private guardian – 74

Public guardian (GSS) – 55

Independent (none) – 71



² See Attachment B for a complete listing of the number of people interviewed by agency and living arrangement.

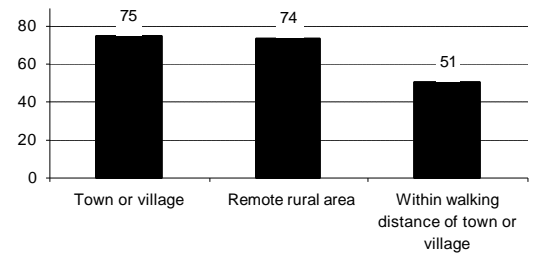
³ The term "Supervised Living" is used here to mean "Semi-independent Living" as it is worded in the survey.

Home Setting:

Town or village – 75

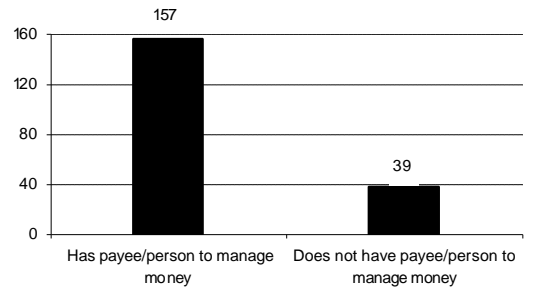
Remote rural area – 74

Within walking distance of town or village – 51

**Payee Status:**

Has payee/person to manage money – 157

Does not have payee/person to manage money – 39

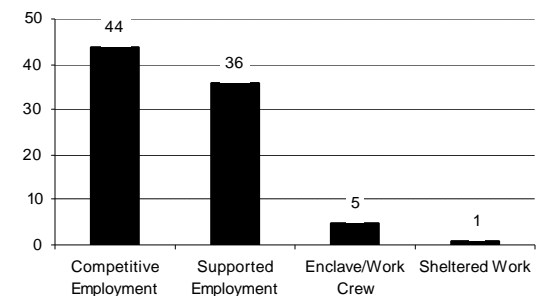
**Type of Employment:**

Competitive employment (follow-along only)– 44

Supported employment (on-the-job support)– 36

Enclave/work crew – 5

Sheltered work – 1

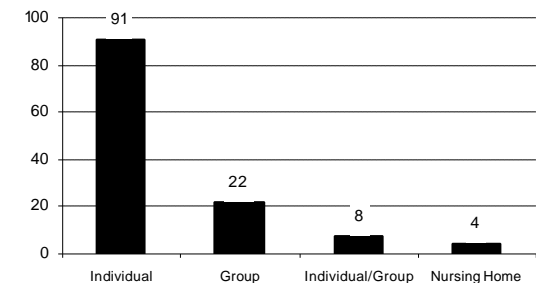
**Type of Day Activity:**

Individual – 91

Group – 22

Individual & Group – 8

Nursing Home (PASARR) – 5

**Diagnostic Label (per record):**

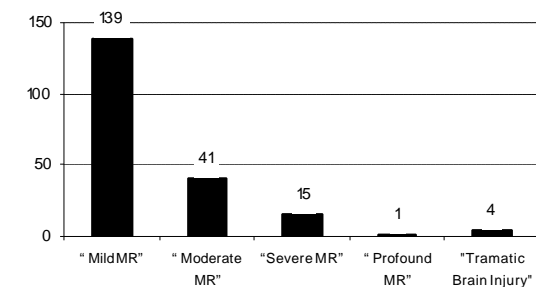
“Mild MR” – 139

“Moderate MR” – 41

“Severe MR” – 15

“Profound MR” – 1

“Traumatic Brain Injury” – 4

**Primary Means of Expression:**

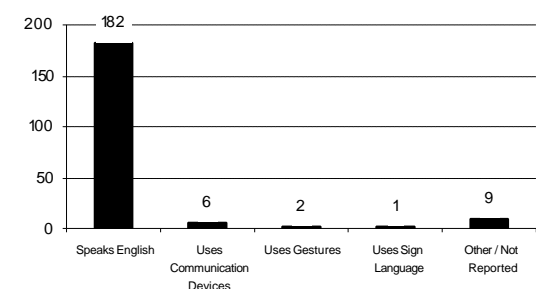
Speaks English – 182

Uses Communication Devices – 6

Uses Gestures – 2

Uses Sign Language – 1

Other/Not Reported – 9

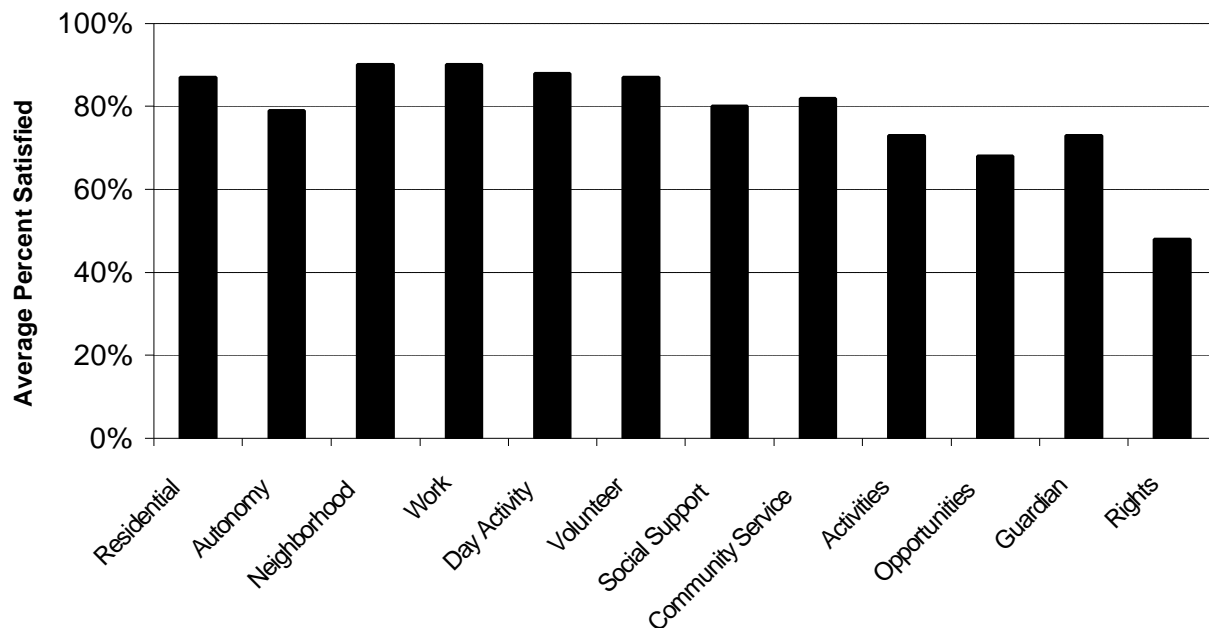


RESULTS

The interview questions were organized into twelve (12) groups, or subscales, based on their content. The subscale scores are reported as the average percent of positive responses. The following table and graph show the number of people who responded to the interview questions, by subscale, and the average percent of satisfaction for each sub-scale⁴. Attachment C lists additional comments made by respondents during the interviews.

Sub-scale	Number of Consumers	Percentage Satisfaction
Residential	200	87%
Autonomy	184	79%
Neighborhood	174	90%
Work	89	90%
Day Activity	127	88%
Volunteer	25	87%
Social Support	188	80%
Community Service	188	82%
Activities	150	73%
Opportunities	165	68%
Guardian	111	73%
Rights	169	48%

Satisfaction by Subscale - 1999

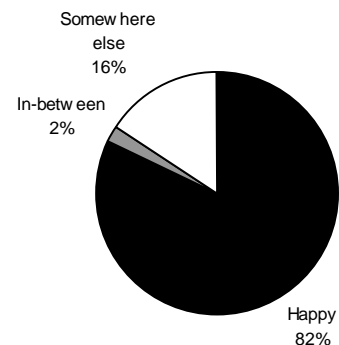


⁴ Percentages represent average percent of positive responses with the life events represented in these scales for people receiving services who participated in the 1999 Consumer Satisfaction Survey.

Individual Questions:**RESIDENTIAL**

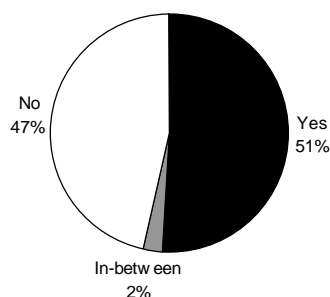
*“Are you happy living there
or would you like to live somewhere else?”*

Happy – 160
In-between – 4
Somewhere else – 31



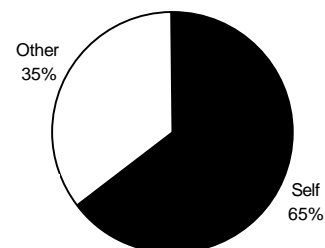
*“Did you have any say in choosing
that place to live?”*

Yes – 82
In-between – 12
No – 75



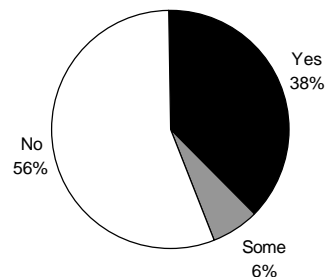
“Who decides (picks) what you eat?”

Self – 111
Other – 61



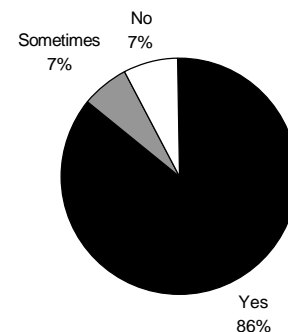
*“Do you have a say about
who lives there with you?”*
[Not asked of people living with family.]

Yes – 30
Some – 5
No – 45



*“Can you invite your friends or your family
over to your house whenever you want to?”*

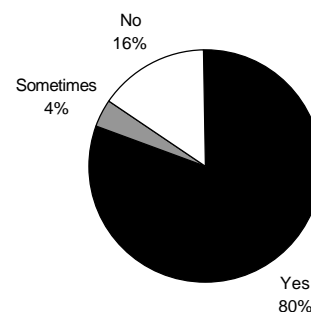
Yes – 140
Sometimes – 11
No – 12



PRIVACY

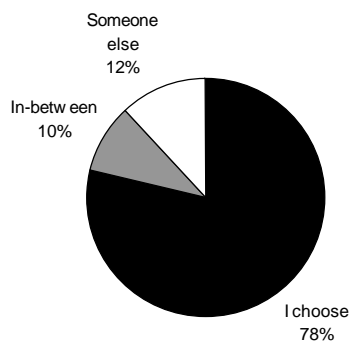
“Can you use the telephone when you want to?”

Yes – 124
Sometimes – 6
No – 24



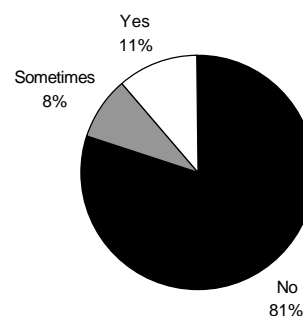
“Can you buy the things you want to buy or does someone else decide how you spend your money?”

I choose – 132
In-between – 16
Someone else – 20



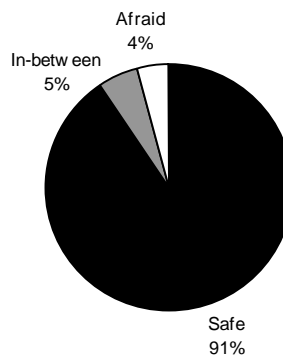
“Does anyone go into your bedroom without asking?”

No – 133
Sometimes – 14
Yes – 19



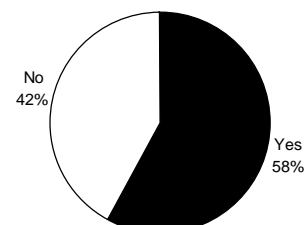
“Do you feel safe in your home or do you feel afraid (scared) in your home?”

Safe – 155
In-between – 9
Afraid – 7



“Do you have a key to your house?”

Yes – 93
No – 68



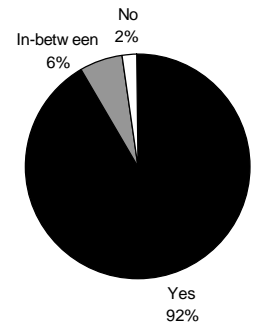
NEIGHBORHOOD

“Are the neighbors friendly toward you?”

Yes – 122

In-between – 8

No – 3

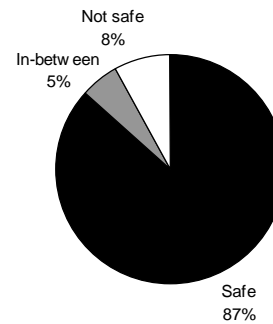


“Do you feel safe and happy to walk around in your neighborhood near your house, or do you feel afraid to walk around your neighborhood?”

Safe – 142

In-between – 9

Not safe – 13



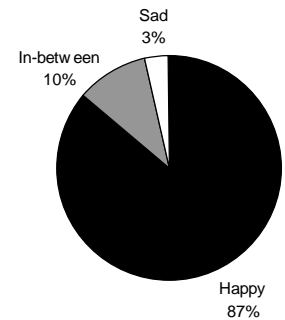
EMPLOYMENT

“Show me how you feel about work.”

Happy – 75

In-between – 9

Sad – 3

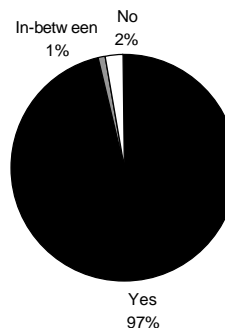


“Do you like the hours you work?”

Yes – 79

In-between – 1

No – 2

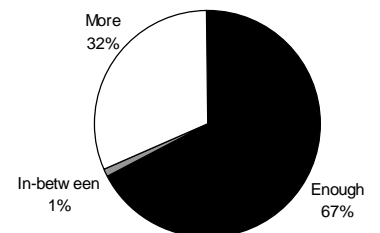


“Do you work enough hours or do you want to work more hours?”

Enough – 51

In-between – 1

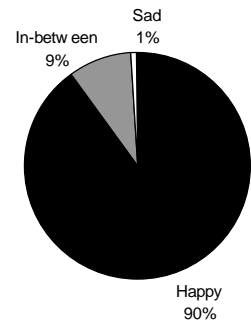
More – 24



DAY ACTIVITY

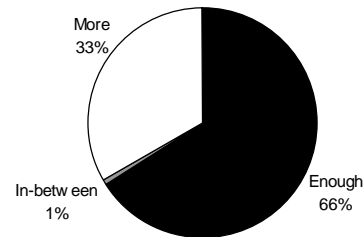
“Show me how you feel about your daytime activities.”

Happy – 108
In-between – 11
Sad – 1



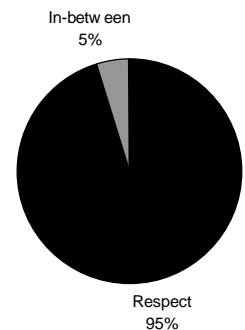
“Do you get enough hours of daytime support, or would you like more hours?”

Enough – 71
In-between – 1
More – 36



“Do the people you spend time with during the day treat you okay, or do they not respect you?”

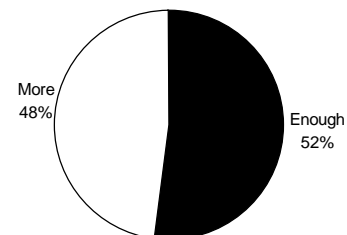
Respect – 102
In-between – 5



VOLUNTEER ACTIVITY

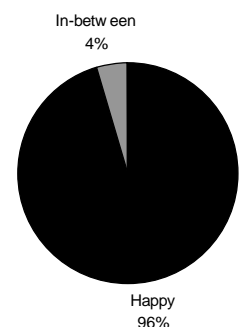
“Do you get enough hours of volunteer time or would you like more hours?”

Enough – 13
More – 12



“Show me how you feel about your volunteer activities.”

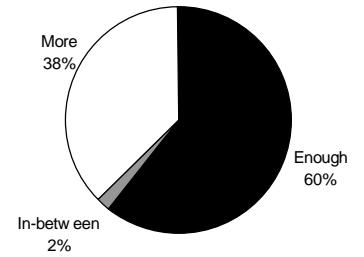
Happy – 22
In-between – 1



FRIENDS & SOCIAL SUPPORT

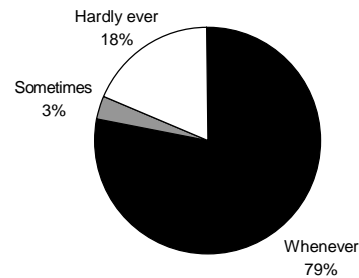
“Do you have enough friends or do you wish you had more friends?”

Enough – 100
In-between – 3
More – 62



“Do you hardly ever get to see your friends or do you see your friends when you want to see them?”

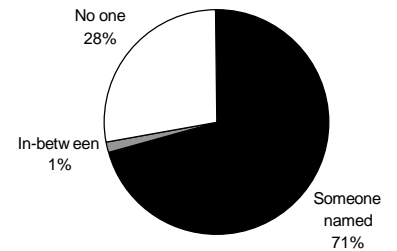
Whenever – 114
Sometimes – 5
Hardly ever – 27



“Do you have any best friends?”

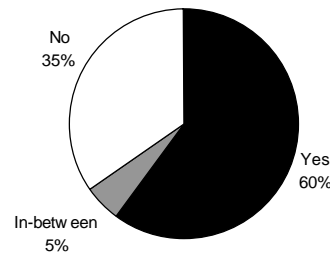
[“Is there someone you tell personal things to?”]

Someone named – 113
In-between – 2
No one – 45



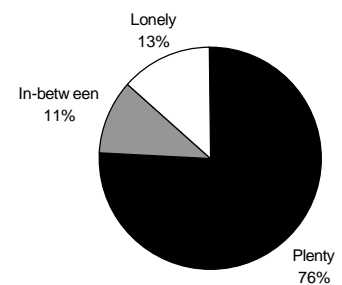
“Does anyone ask you to help them?”

Yes – 100
In-between – 9
No – 58



“Are you lonely or do you have plenty of friends?”

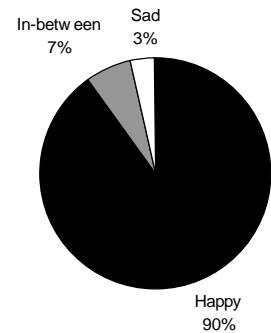
Plenty – 124
In-between – 18
Lonely – 29



COMMUNITY SERVICE

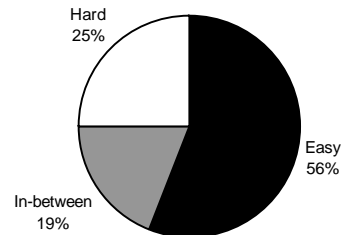
“Show me how you feel about your case worker.”

Happy – 161
In-between – 12
Sad – 6



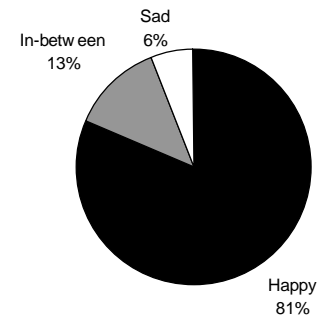
“When you want to talk to [your caseworker] is it easy or hard to get in touch with him/her?”

Easy – 85
In-between – 29
Hard – 38



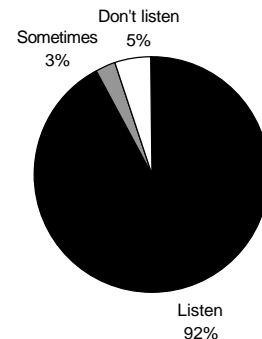
“Show me how you feel about [your service agency].”

Happy – 139
In-between – 22
Sad – 10



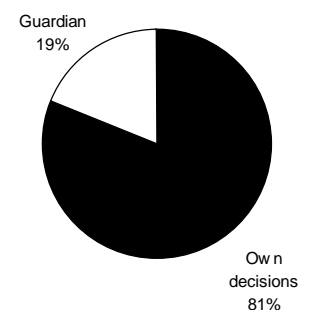
“When you have your ISA meetings, do people listen to what you have to say?”

Listen – 109
Sometimes – 3
Don't listen – 6



“Does your guardian let you make some decisions for yourself or does she/he make all your decisions for you?”

Own decisions – 64
Guardian – 25

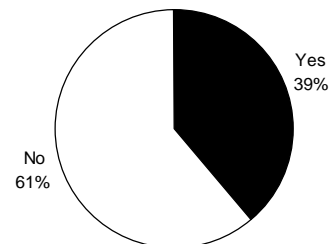


RIGHTS & OPPORTUNITIES

“Are there any other skills (things) you would like to learn now or in the future?”

Yes – 57

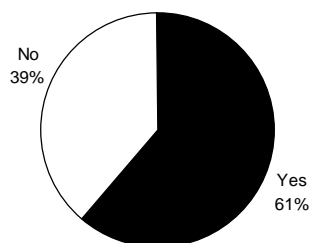
No – 90



“Do people ever talk to you about your rights and services you might get?”

Yes – 91

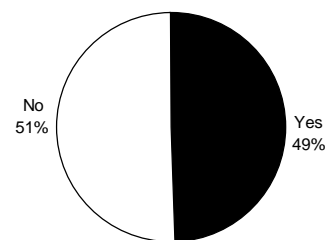
No – 58



“Has anyone ever talked to you about voting in elections?”

Yes – 78

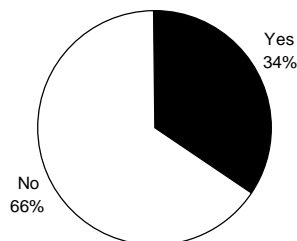
No – 80



“Have you ever gone to a self-advocacy meeting, conference, or event?”

Yes – 54

No – 103

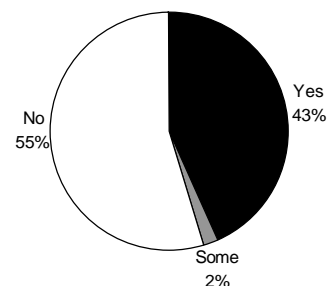


“Do you want to know more about self-advocacy or self-determination?”

Yes – 67

Some – 3

No – 85



Sub-scale Comparisons:

Four areas were looked at in more detail to see where there were differences in satisfaction: employment, day activity and guardian. The four areas were also analyzed across the different sub-showed statistically significant differences in satisfaction are presented here ⁵.

TYPE OF RESIDENCE⁶

AUTONOMY

People living in	are	as People living in	
Developmental Homes	Just as Satisfied	Family Homes	Overall
Supervised Living	More Satisfied	Developmental Homes ⁷ and Family Homes	Overall, and specifically in <ul style="list-style-type: none"> • Deciding what to eat • Deciding what to wear • Choosing what time to do • Picking the jobs/chores yc • Choosing the drink some l • Inviting friends over to vis • Deciding when to have fri • Choosing to be alone with • Using the phone when you • Going out when you want • Coming home when you v

⁵ Independent sample T-tests, one-way analyses of variance comparisons (ANOVAs), and chi-square analyses were performed to ascertain

⁶ People living in nursing homes or staffed apartments were not included in these statistical analyses as their numbers were too small to make a difference; however, their responses are included in the total satisfaction scores for all people.

⁷ The only difference found when comparing satisfaction across types of developmental homes was that people living in developmental homes with a family were more satisfied with their neighborhood than people living in developmental homes without a family. Otherwise, satisfaction was comparable.

TYPE OF RESIDENCE (CONT.)**AUTONOMY (cont.)**

People living in	are	as People living in	
Supervised Living	More Satisfied	Family Homes	Specifically in regard to: <ul style="list-style-type: none"> • Choosing a place to live • Choosing the things you do each day
Supervised Living	More Satisfied	Developmental Homes	Specifically in regard to: <ul style="list-style-type: none"> • Making the rules for living there • Choosing to be alone with friends • Being able to stay home alone
Supervised Living and Family Homes	More Satisfied	Developmental Homes	Specifically in regard to: <ul style="list-style-type: none"> • Having a key to the house • Using the key to the house when needed

GUARDIAN

People living in	are	as People living in	
Family Homes ⁸	More Satisfied	Supervised Living and Developmental Homes	Overall, and specifically in regard to: <ul style="list-style-type: none"> • Seeing or talking to your guardian
Family Homes and Developmental Homes	More Satisfied	Supervised Living	Specifically in regard to: <ul style="list-style-type: none"> • Feeling happy about your guardian
Family Homes	More Satisfied	Developmental Homes	Specifically in regard to: <ul style="list-style-type: none"> • Your guardian letting you make decisions
Supervised Living	Just as Satisfied	Developmental Homes	Overall
Residential Care Homes	More Satisfied	Group Homes	Overall

⁸ All adults who live with their families and who have guardians, all have private guardians.

TYPE OF RESIDENCE (CONT.)

VOLUNTEER ACTIVITY

People living in	are	as People living in	
Group Homes	More Satisfied	Residential Care Homes	Overall

TYPE OF EMPLOYMENT⁹

WORK

People employed in supported work situations, (on-the-job supports or follow-along supports only), a
--

TYPE OF DAY ACTIVITY

DAY ACTIVITY

People engaged in day activities (individualized, group or from a nursing home), are equally satisfied.

⁹ People involved in work crews or sheltered employment were not included in the analyses because their numbers were too small to make however, their responses are included in the total satisfaction scores for all people.

TYPE OF GUARDIAN

GUARDIAN

People with	are	as People with	
Private Guardians	More Satisfied	Public Guardians	Overall
Private Guardians (when not counting adults who live with their family)	Just as Satisfied	Public Guardians	Overall
Private Guardians	More Satisfied	Public Guardians	Specifically in regard to: • Your guardian letting you mak

Multi-year Comparisons:

An analysis was done to compare data from all four years that consumers have participated in this survey (1995, 1997, 1998 and 1999). Changes made to the survey tool over the years were taken into account when looking at changes over time and combined across the four years¹⁰. Only data that showed statistically significant differences in satisfaction are presented here¹¹. A review of the participants over the four years show:

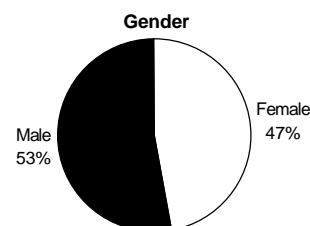
Total Number of Adults Interviewed: 876

Age Range: 17 – 98

Median Age: 37

Gender: Female – 412

Male – 464

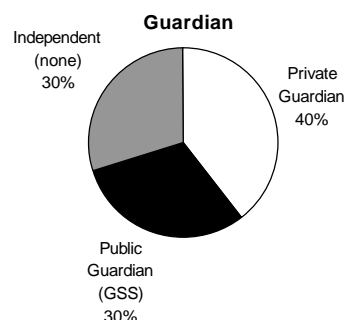


Guardian Status:

Private guardian – 343

Public guardian (GSS) – 266

Independent (none) – 261

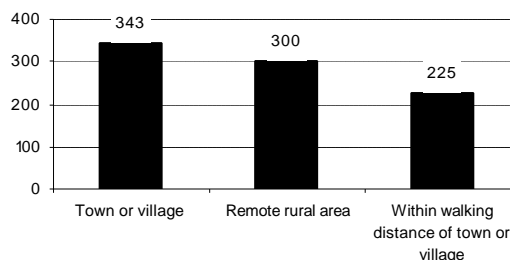


Home Setting:

Town or village – 343

Remote rural area – 301

Within walking distance
of town or village – 225



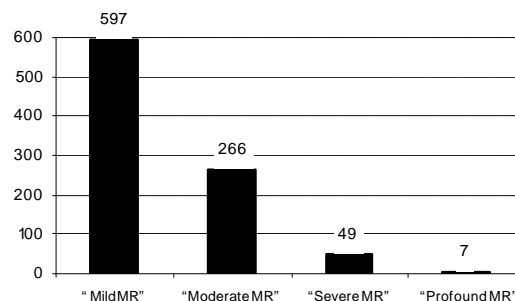
Diagnostic Label (per record):

“Mild MR” – 597

“Moderate MR” – 266

“Severe MR” – 49

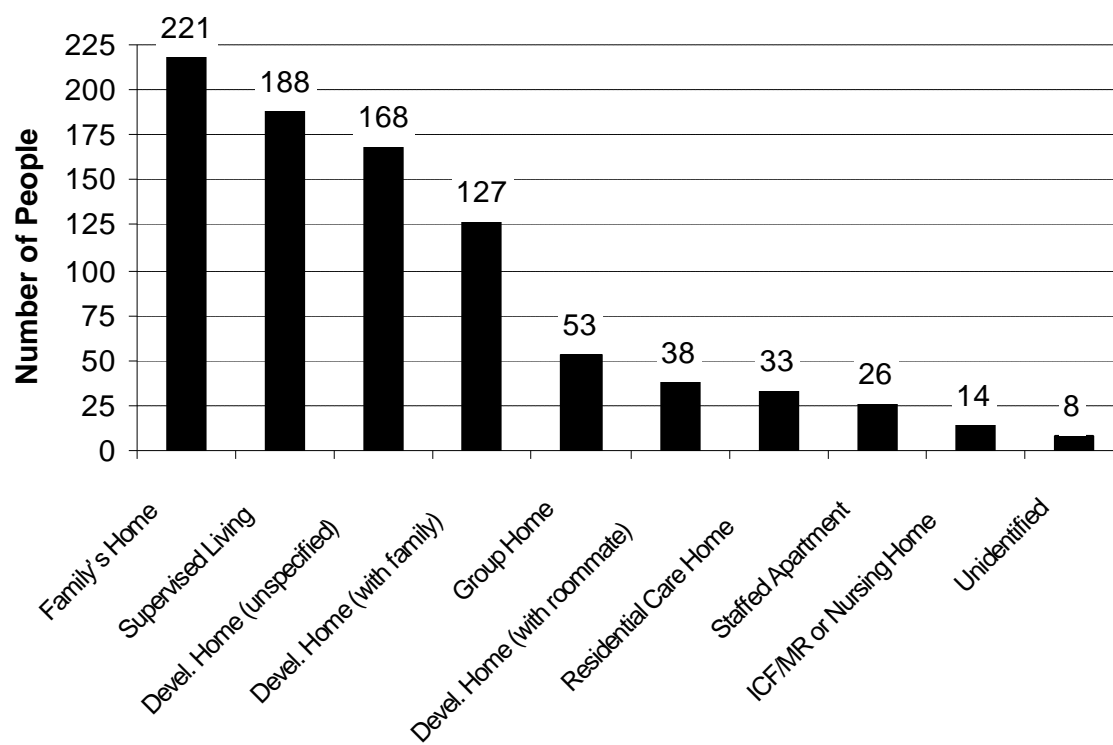
“Profound MR” – 7



¹⁰ Due to changes in the interview questions, not every year could be compared for all the subscales.

¹¹ Independent sample T-tests, one-way analyses of variance comparisons (ANOVAs), and chi-square analyses were performed to ascertain statistical significance.

Type of Living Arrangement
All Four Survey Years: 1995, 1997, 1998, 1999



Living Arrangement	TOTAL
Family's Home	221
Supervised Living ¹²	188
DH – Undefined	168
DH – Family	127
Group Home	53
DH – Roommate	38
Resid. Care Home	33
Staffed Apartment	26
ICF/MR/Nursing Home	14
Unidentified	8
TOTAL	876

¹² The term “Supervised Living” is used here to mean “Semi-independent Living” as it is worded in the survey.

SATISFACTION – ALL ADULTS
Over Time - Across Four Survey Years

People surveyed in years	are	as People surveyed in years	
1998 & 1999	More Satisfied	1995 & 1997	Specifically in reg <ul style="list-style-type: none"> • Residence • Neighborhood • Community Serv • Guardian
1998 & 1999	Just as Satisfied	1995 & 1997	Specifically in reg <ul style="list-style-type: none"> • Autonomy • Social Support

TYPE OF RESIDENCE
Combined – All Four Survey Years

People living in	are	as People living in	
Family Homes	Just as Satisfied	Supervised Living and Developmental Homes	Overall, and speci <ul style="list-style-type: none"> • Residence • Neighborhood • Social Support • Community Serv
Group Homes and Staffed Apartments	Just as Satisfied	Residential Care Homes and ICFs/Nursing Homes	Overall, and speci <ul style="list-style-type: none"> • Residence • Autonomy • Neighborhood • Social Support • Community Serv • Guardian

TYPE OF RESIDENCE (CONT.)
Combined – All Four Survey Years

AUTONOMY

People living in	are	as People living in	
Supervised Living	More Satisfied	Family Homes	Overall
Family Homes	More Satisfied	Developmental Homes	Overall

GUARDIAN

People living in	are	as People living in	
Family Homes	More Satisfied	Developmental Homes	Overall
Developmental Homes	More Satisfied	Supervised Living	Overall

TYPE OF EMPLOYMENT
Combined – All Four Survey Years

WORK

People working in	are	as People working in	
Competitive Jobs (follow-along only)	More Satisfied	Supported Jobs (on-the-job support)	Overall
Sheltered Work	More Satisfied	Supported Jobs (on-the-job support)	Overall

TYPE OF GUARDIAN
Combined – All Four Survey Years

GUARDIAN

People with	are	as People with	
Private Guardians	More Satisfied	Public Guardians	Overall
Private Guardians (when not counting adults who live with their family ¹³)	Just as Satisfied	Public Guardians	Overall

¹³ All adults who live with their family and who have guardians, all had private guardians.

CONCLUSION

Over the course of the past five years, much has been learned about conducting consumer satisfaction surveys. We know two things for sure. First and foremost, we know that adults who live in Vermont who receive developmental services are very interested in, and capable of, telling about their satisfaction of those supports and other aspects of their lives. Second, we know that we have a whole lot more to learn.

Many questions have come up since the first consumer satisfaction survey was done back in 1995. Some of the questions have to do with the actual survey tool (e.g., do questions really need to be repeated to test reliability, are “forced choice” questions the best format). We need to get better information out to people about the survey and the survey format to ease the process and improve understanding.

Other questions have to do with the process itself (e.g., how can we increase the number of people interviewed to include those with whom we are not able to currently communicate in a meaningful way, is it valid to compare and combine survey results over time). Here we need to get more feedback from people about these issues and find workable solutions.

For these and other reasons, we will not be conducting consumer interviews in the current year. Instead, we intend to look more closely at the issues related to measuring the satisfaction of people with developmental disabilities. The Division of Developmental Services is very committed to an ongoing evaluation of services, especially hearing directly from the people getting those services. It is planned, therefore, that the next round of interviews will begin again in the year 2001.

Detailed reports on the consumer satisfaction survey results for each provider site are sent to the respective agency along with detailed statewide reports. These more detailed reports and copies of the blank survey are available from the Division of Developmental Services upon request. Comments and questions about the report or results of the survey are always welcome.

ATTACHMENT A

Number of People from Each Agency by Level of Participation - 1999

Agency	Full Self-Report	Picture Report	Unable to Complete Interview	Scheduled but Did Not Show for Interview/ Interview Not Scheduled	Refused to Participate Before Meeting Interviewer	Refused to Participate After Meeting Interviewer	Total
CVS	NA	NA	NA	NA	NA	NA	NA
CAP	17	2	0	1	0	0	20
CA	17	0	3	1	0	0	21
CDS	27	5	0	1	10	0	43
HCRS-BF	6	0	0	1	1	0	8
HCRS-S	6	0	0	1	0	0	7
HCS	26	3	0	24	1	0	54
LCCS	29	1	3	0	1	0	34
LCMH	3	1	0	0	1	0	5
LSI	5	0	0	1	0	0	6
NEK-N	20	1	0	4	2	1	28
NEK-SJ	4	0	0	0	0	0	4
SCC	4	1	1	2	4	0	12
SAS	7	3	1	2	1	0	14
UCS	9	0	0	5	0	0	14
UVS-B	2	0	1	1	3	0	7
UVS-M	1	0	3	0	0	0	4
UVS-R	NA	NA	NA	NA	NA	NA	NA
STATE	183	17	12	44	24	1	281
	200						

KEY: CVS = Champlain Vocational Services (no interviews in 1999)
 CAP = Community Access Program
 CA = Community Associates
 CDS = Community Developmental Services
 HCRS-BF = Health Care and Rehabilitation Services – Bellows Falls
 HCRS-S = Health Care and Rehabilitation Services – Springfield
 HCS = Howard Community Services
 LCCS = Lake Champlain Community Services
 LCMH = Lamoille County Mental Health
 LSI = Lincoln Street Incorporated
 NEK-N = Northeast Kingdom Human Services– Newport
 NEK-SJ = Northeast Kingdom Human Services – St. Johnsbury
 SCC = Specialized Community Care
 SAS = Sterling Area Services
 UCS = United Counseling Service
 UVS-B = Upper Valley Services – Bradford
 UVS-M = Upper Valley Services – Moretown
 UVS-R = Upper Valley Services – Randolph (no interviews in 1999)

ATTACHMENT B

Number of People Interviewed from Each Agency By Living Arrangement - 1999

Agency	ICF/MR/ Nursing Home	Group Home	Staffed Apartment	DH: Family	DH: Paid Roommate	Family's Home	Supervised Living	RCH	Total
CAP	0	0	0	8	1	6	4	0	19
CA	0	3	0	7	0	1	6	0	17
CDS	1	2	3	9	1	7	9	0	32
HCRS	0	0	0	5	2	3	1	1	12
HCS	0	2	0	8	4	7	6	2	29
LCCS	2	0	0	4	1	9	10	4	30
LCMH	0	0	0	2	0	2	0	0	4
LSI	0	1	0	1	0	3	0	0	5
NEK	1	0	0	6	0	10	8	0	25
SCC	0	0	1	2	1	0	1	0	5
SAS	0	0	0	7	2	1	0	0	10
UCS	0	0	0	4	0	0	5	0	9
UVS	0	0	0	3	0	0	0	0	3
STATE	4	8	4	66	12	49	50	7	200

KEY: ICF/MR = Intermediate Care Facility for people with Mental Retardation
 DH = Developmental Home
 RCH = Residential Care Home

ATTACHMENT C

Additional Comments from the 1999 Interviews

Residence

Things I like:

I love my pets.
Sometimes I sleep in a tent outside of the house.
I really love where I am living and could not be in a better place.
Ain't too bad where I live.
I like watching TV.
I'm satisfied with all the details.
I only want to live where I live.
(Housemate) is a nice person.
I went to camp this summer.
I like the piece and quiet so I can pray.
I like it right there. I am happy over there.
A friend gave me a cat.
We have lots of animals.
I have a bird feeder and tomato plants.
I like almost everything.
I lived in (the city) for a long time.
I like living with (providers).
It's a nice town.

Things I don't like:

The train is too loud and right by my house.
I hate being that far out.
I don't like living with children and I have told them (caseworker) that.
It is not safe.
The small refrigerator.
My roommate.
I don't like swearing, fighting, or drinking.
It's too hard for (caregiver) to take care of me all the time. I need a respite worker. I need a day person, I want to work. I need more (agency) services.
I just don't like it there. I don't think home providers should be able to grab you.

Things I want changed or fixed:

I want a 2 bedroom apartment on the first floor.
A different ride home from work.
I want a new place.
I want to move my things out.
I need my own house.
I'm looking for another dog.
I want to live alone.

Neighbors/Neighborhood

Things I like:

They're generous people.

They are quiet.

I live in a nice neighborhood, I do.

It's pretty nice up there.

They're nice.

I like being able to go out in the neighborhood.

It is a happy place.

We had a picnic together.

Things I don't like:

One neighbor bothers me.

They like to talk.

My bike was stolen once.

Some of them are nosy.

Additional Comments:

I listen to my neighbors.

Employment

Things I like:

I like the people there.

I do a lot of mowing and cleaning. I do a good job out there.

I have fun at work.

It's an easy job.

I like it.

My job is OK too.

Nice people, good people.

My boss is really nice and we laugh a lot.

I've met some new friends.

I love it.

I just got an award and I got more money.

Things I don't like:

I'm too busy at times.

Things I want changed or fixed:

Want to move on. Have been there for a long time.

Additional Comments:

I used to work somewhere else.

Daytime Activities

Things I like:

I like going bowling and for walks.

Going on long drives.

I pick what I want to do.

It's alright.

I like (day activity provider).

I think (day activity provider) is good. She's a nice lady, very nice, and she's pretty good.

We play basketball and go bowling.

I like to play cards and visit people.

I'm satisfied.

I love all my activities.

Going to pick blueberries.

Next week I am going on a picnic.

Sometimes I go bowling.

We play bingo.

I ride my bike.

I go any place I want to go.

They have good stuff to do.

Going out to lunch.

Things I don't like:

Too many girls down there.

We just don't do much.

Things I want changed or fixed:

I would like to do more.

We could do more.

I want someone to talk to. I'm always stuck in my room and there is nothing to do.

I would like to go to the city to go bowling.

Volunteer Activities

Things I like:

I've been there for five years.

Volunteering is good news.

Things I don't like:

I get tired.

Friends

Things I like:

(Friend) is nice. I like her.
We rent movies sometimes.
I like to talk to (friends), they are my best friends.
I like going bike riding with (friends).
They all work.
I consider them my brothers and sisters.
OK friends, I'll give them that.
All good friends.
(Friend) is my friend too from work.
I like (friend).
(Friend) is a good friend from school.
Happy, that's all I can say.
They're all pretty and handsome.
We go to a reading group.

Things I don't like:

Sometimes they don't call.
I don't have any friends.
Friends get me into trouble.
I miss my friends and I wish I had more contact with them.
I have a lot of friends, but some you have to watch your back out for.
I have to stay home a lot and I get lonely. There is nothing to do and it is boring.
I need to make new friends.

Things I want changed or fixed:

I want a girlfriend. I would like to have someone to go to the movies with.

Family

Things I like:

I've got a good family.
I get along with them.
I love my support system but some people could see me more often.
We do things together and they are always there for me.
They are loveable people.
Growing a garden in their yard.
(Family member) is my only best friend.
They're nice to me.
They're very close to me.
They have a dog.
My family is happy.
I have two nieces and a nephew.
I write letters to them but I miss them.
They are very nice and we go on trips sometimes.

(Family, cont.)**Things I don't like:**

I don't want to live back there.
My dad passed away not too long ago.
My other sister doesn't care about me.
I don't know them too good.
(Family members) both died.
(Family members) are sick.
(Family member) doesn't write to me or keep in touch.

Things I want changed or fixed:

I wish circumstance were different so I could be with my dad more often.
I feel my (caregiver)'s home and (other)'s home are my real family.
I've got family that I cannot see.

Community Services**Additional services that consumers would like to have:**

A different agency.
Getting on the SSTA bus.
A new ride situation to and from work and services.
Getting out more on the weekends.
Physical therapy.
Day service provider.
A job.
Activities to go to.
Having different people to do things with.
Fishing trips.
Help getting a job at the grocery store.
A place to help people stop drinking.
A new day service provider.
I feel like this agency should have more such as a crisis number.
I'd like to take a class on building engines.

Additional Comments

(Case manager) has been very good to me.
I want to tell people how I feel so they can understand how I was treated in the past.
I don't like some of the thing my case manager does.
I'd like to see my mom.
I'm satisfied.
I wish I could stay out later since it is summer and it is nice out.
I don't talk to my family but I am always happy.